

Mt. Carmel Veterans Center One-Stop



For Veterans & Military

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New Name - Same Great Services and Impact!

We are very excited to announce that we are changing our name from Mt. Carmel Center of Excellence to **Mt. Carmel Veterans Service Center**. Through discussions in the community, with our clients, and our partners, we have learned that this new name will help people more quickly understand the work we do and enable them to find us more easily when they are seeking assistance. Rest assured, a new name will not deter us from our absolute commitment to *excellence* in everything we do! We will be making this transition in our branding and marketing materials over the next couple of weeks... look at our masthead now for your first glimpse of our new look!

Employment Programs are Growing in Success!



At Mt. Carmel we support three distinct employment programs, and they are all having an incredible impact in our community. There are tremendous benefits to ensuring transitioning service members are employed in meaningful careers as quickly as possible following their separation from military duty. They can then immediately contribute to our local economy and also minimize stress on their families during this potentially challenging time. Our passionate Peer Navigators in our **Veteran Integration Program** have exceeded their goals in every area by 29%! Now, the team is focused on creating more direct relationships with employers so that we can streamline the employment process even more.

In early July, we brought four hiring managers from Lockheed Martin to Mt. Carmel to conduct a recruiting event. Hiring managers traveled from Littleton, Boulder, and even San Diego to speak to **62 Veterans and family members** on an individual basis. This was a great opportunity for these Veterans to express what they can bring to any organization in need of qualified, experienced personnel. We are certain that some of those interviews will lead to meaningful careers for our deserving service members!

The **Colorado Veterans' Service-to-Career** Pilot Program that we administer in partnership with the Pikes Peak Workforce Center has proven to be a success and definitely an asset for military related personnel. House Bill 16-1267 established a job coaching component that has exceeded goal by 157% and an internship program that has exceeded goal by 103%. PrepConnect 360, the executive training program component of this effort is also on the path to exceed its goals by year end.

Staff

Col (R) Robert McLaughlin
COO

Cheryl Christie
Director of Veteran &
Family Programs

Nick Palarino
Director of Partner Development

Daniel Martinez
Director of Employment &
Transition

Melodie Owens
Development Director

Cindy McLaughlin
Director of Communications

Angie Pickett
Operations Manager

Keisha Lancaster
Facilities, Resource &
Event Coordinator

Kirsten Belaire
Mental Health Program Manager

Leslie Abrams
Administrative Assistant

Randy Gradishar
Outreach Coordinator

Peer Navigators

Nicole Holling

Adam Baker

Generalist Navigators

Amber Hargrave

Hilary Bryant

HB 16-1276 Internship Program

Paul Price
Workshop Facilitator

Chip Underwood
Job Coach

Christina Martinez
Intern Facilitator

Greet and Connect

Juanita Reedy

Katie Travis

Service to Sales (S2S) graduated their first cohort on June 16th (pictured above). This unique program is a collaboration between Phil Long Dealerships, Fort Carson Career Skills Programs and Mt. Carmel Veterans Service Center. It is an exciting opportunity for service members, Veterans or spouses to receive three months of training and preparation for a career as a Product Specialist in the automobile industry. Eleven personnel graduated and were offered immediate employment within the Phil Long Dealership Group. Several of the graduates are already top performers in their dealerships! The next cohort will begin September 25th.

Please consider attending or assisting with our upcoming employment events:

- Information Technology Job Fair on August 30th
- Networking Events on August 10th and September 21st
- PrepConnect 360 has classes starting on August 7th, September 18th and October 9th.

Our Focus is on Customer Satisfaction!

In the tradition of focusing on *excellence* in all that we do, Mt. Carmel is committed to ensuring that all of our clients are satisfied in every aspect of their relationship with us - from providing a welcoming environment when they arrive to the quality of the services they receive. Recently we implemented a survey with our clients to gain a better understanding of our success in delivering high quality customer service and programming. We will use this important customer feedback to improve service as well as celebrate where we have succeeded. Based on our first week of feedback, we have received a 91% satisfaction rate!



Testimonials from Customer Surveys

Don't Ask Us...Ask Our Customers!

"Nicole is fantastic to work with! She is very professional and cares a lot about her job." JL

"Although I just met with them today, I know that they have my best interest in mind. I am confident that I made the right decision when I decided to seek their help." AP

"I was surprised at all the things available to veterans in one place. Great customer service." TL

"It gives me an avenue to try and get veterans affairs services, which seemed very intimidating to me in the past. Looking forward to working with Mt. Carmel to get these things done that I need to get done." CM

"I received a much needed price break on work clothing needed for the CWT program, which I just began at the VA CLC in Pueblo!!!!!! MANY THANKS! This was VERY much APPRECIATED!" HS

Featured Partners



The LeaderQuest team has been with Mt. Carmel Veterans Service Center since our grand opening in March 2016. They offer comprehensive IT career training programs that our clients can participate in to meet their short and long term career goals. Our Peer Navigators work closely with Leaderquest specialists to help our clients with IT specific guidance so that they have a better understanding of the options, certificate programs and other training programs available that can help them to meet their goals. Transitioning service members often have security clearances that are well suited to careers in IT or Cybersecurity.

LeaderQuest specialists are at Mt. Carmel on Tuesdays, Wednesdays and Thursdays from 9:00am to 1:00pm. Come in and say hello to Quincy, Chris or Megan on any of these days!



Did you know that the City of Colorado Springs has a Mayor's office representative here? Donna Nelson, a Veteran herself, is at Mt. Carmel every Wednesday from 9 AM to 12 PM. She assists in the collaboration between the City staff, Mt. Carmel staff, volunteers, and other community partner agencies with regard to support and services for our Veterans, military and their families throughout our great city.

Stop by on a Wednesday to visit with Donna to ask a question, report an issue or give feedback to the City of Colorado Springs.

Meet our New Employees



Katie Travis – Greet and Connect – Reception

Katie is a proud Army Brat of 27 years. Although she spent her childhood traveling the greater Army bases, she has called Colorado her home for 14 years. She is an advocate for military Veterans and their families. Katie spent 10 years teaching and coaching military children on Fort Carson. She is currently pursuing her Bachelor's degree in Social Work in an effort to further her career working alongside the military. Katie began at Mt. Carmel as a volunteer in the beginning of 2017 and is thrilled to be a permanent member of the team.



Adam Baker – Peer Navigator – Veteran Integration Program

Adam joined the Army at the age of 17 and served in the Iowa National Guard while still in High School until deciding he wanted more. After spending 13 years on active duty as a Combat Engineer with multiple combat deployments, Adam retired from the Army as a Sergeant First Class. Adam plans to attend Colorado Technical University to obtain a Bachelor's degree in Homeland Security and Emergency Management. When not working with Veterans and volunteering with Victory Service Dogs, Adam enjoys hiking in the mountains with his wife and dogs.



Melodie Owens – Development Director

Melodie brings with her a background of working in the resort/hospitality business for the last 25 years. She has been involved in fundraising, sales and planning events in Breckenridge, Vail and Colorado Springs. Most recently, she was the Regional Director of Catering and Convention Services for the 365 Grand Properties, the Antlers and the Mining Exchange Hotels. Prior to that, she spent eight years at the Cheyenne Mountain Resort. Melodie is the daughter of a Korea/Vietnam veteran. Her Father served in the Army for 23 years, living in the Azores and Colorado. Her parents instilled patriotism and giving back to our community. Her life-long contribution and volunteerism to military organizations is in honor of her Father. Melodie has served as the Honorary Commander for the 302nd Airlift Wing - 2007-2015, on

the Board of Directors for One Nation Walking Together, and has served on committees and boards for the WTU, USO, The Home Front Cares and First United Methodist Church.

Golf Tournament at Sanctuary



Mt. Carmel Center of Excellence will hold its 2nd Benefit Golf Tournament at the exclusive **Sanctuary Golf Course** in Sedalia, Colorado, on August 16, 2017. Sanctuary has consistently been recognized as "one of the 150 best courses in the United States." *Golf Digest*. Sanctuary hosts approximately 25 charitable golf tournaments each year and Mt. Carmel was chosen as one of the non-profits. Located 40 miles from Colorado Springs, the course is flanked by 40,000 acres of protected open space. "Sanctuary is simply the most coveted round of golf in Colorado. It might be the most exclusive private golf course in the world." *RockiesGolf.com David R. Holland, Senior Writer 2012. An opportunity to play the Sanctuary is not to be missed!*

In addition to the 18 holes of golf, the event will include lunch and dinner, a silent auction, mulligans, and on-course contests, including a chance to win a hole-in-one car donated by Phil Long Dealerships.

Corporate sponsorship opportunities range from \$5,000 to \$20,000. For more information or to reserve your sponsorship contact [Melodie Owens](#).



Laurie Long

Prime Hospitality 1605

Special Thanks to Our Generous Sponsors!